



California Office of Digital Innovation

Duty Statement

☐ Current ☒ Proposed

Classification Career Executive Assignment (C.E.A.) Level B	Office/Department Office of Digital innovation
Working Title Government Relations Manager	Unit/Section Strategy, Partnerships, & Training
Position Number 374-100-7500-006	Effective Date
Name Vacant	Date Prepared 4/4/2022

General Statement

Under the administrative direction of the Deputy Director, Strategy, Partnerships, & Training, the Government Relations Manager is responsible for developing and maintaining the policies and procedures for the engagement and acquisition of new agency partners whose needs and opportunities are aligned with the strategic vision and capabilities of ODI. The incumbent will build, manage, and capture a robust pipeline of high-impact opportunities with agency partners across state government to drive adoption of emerging digital service practices and technologies to transform the execution of their strategic missions and significantly improve the experience for Californians. The incumbent will develop and maintain key relationships with agency partner stakeholders and internal teams to identify potential opportunities that align with ODI's mission and capabilities. The incumbent will serve as the primary point of contact for key stakeholders and driver for customer satisfaction, engagement strategy and overall portfolio growth for ODI. The incumbent plays a significant role in the decision-making and development of priorities, policies, and practices pertaining to projects, strategic planning, technical direction, resource management and program delivery.

Essential Functions

%	Description
40%	<ul style="list-style-type: none">Develop policies and procedures for the engagement and acquisition of new agency partners whose needs and opportunities are aligned with the strategic vision and capabilities of ODIServe as a thought leader and provide expertise on how ODI agency partners can integrate innovative and emerging technologies and adapt policies and procedures to improve delivery against their strategic goals

	<ul style="list-style-type: none"> ● Advise the ODI Directorate in the formulation of state service delivery policies and procedures ● Consult with the ODI Directorate relative to state and office initiatives, policies, and standards in support of ODI's goals and objectives ● Advise the ODI Directorate regarding major issues confronting the office ● Collaborate with ODI Legislative & External affairs teams, product teams and ODI Directorate on strategy & business development, developing and implementing a high-level strategy for ODI project identification, acquisition and engagement ● Demonstrates thought leadership and contributing best practices in a variety of technologies and related policies ● Identifies systems level change and opportunities for statewide policy changes on how government delivers services online
30%	<ul style="list-style-type: none"> ● Assess the state of digital services provided by the State government, working to align strategies and practices to intended outcomes ● Cultivate and expand relationships across a deep network of senior leadership and key stakeholders across the state government to maintain a holistic understanding of the customer, needs, and priorities ● Maintain a broad understanding of our current and future agency partner's strategies, drivers, goals, and initiatives, as well as the competitive landscapes to enable capture growth opportunities ● Support and scale ODI's Government Relations function and improve competencies of other state teams through playbooks, approaches, communities of practice and other training channels ● Partner with ODI leadership to understand partner needs, industry trends, and opportunities that align with ODI's capabilities to grow the agency's portfolio ● Help execute programs, policies and platforms that support digital innovation
25%	<ul style="list-style-type: none"> ● Serve as the primary point of contact for the key stakeholders of our agency partners and develop engagement plans in coordination with product leads to ensure delivery success and partner satisfaction ● Discover, research and assess agency partner pain points, architecting potential solutions by mapping customer problems to ODI technologies and capabilities ● Represent ODI at agency partner, industry and/or tradecraft opportunities (i.e., via conferences, Meetups, working groups, memberships, trainings, etc.) to build relationships, establish partnerships, and grow ODI's portfolio ● Maintain positive relationships among internal and external partners to ensure successful delivery and customer satisfaction. ● Develop and maintain collateral, case study library, pitch presentations, marketing and intelligence ● Analyze and scope the technical and policy requirements needed to implement complex digital solutions and knows when it requires collaboration with other entities like CDT ● Work with project team members from various craft areas to translate agency partner goals and place customer challenges into context, acting as the customer's voice. ● Partner with ODI product management to identify areas of opportunity to advance our product lines ● Partner with product managers to actively monitor the overall health and performance of an engagement, advocating both for internal and external stakeholders

Marginal Functions

5%	<ul style="list-style-type: none">Applies principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting and project management and perform other staff assignments as appropriate and required
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Supervision Received

The Government Relations Manager will report to the Deputy Director, Strategy, Partnerships & Training.

Supervision Exercised

None

Working Conditions

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee's workstation is located in Sacramento, CA, and is equipped with standard or ergonomic office equipment, as appropriate. Based on departmental or operational needs, work can be performed remotely. The employee can work full-time from anywhere within California. Occasional travel may be required to attend offsite meetings, conferences, and training classes. May sit for an extended period using a keyboard and video display terminal. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

Attendance

Must maintain regular and acceptable attendance at such a level as is determined ODI's sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. *(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date
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